



Cognition Holdings Limited

Reg No. 1997/010640/06

Information Manual for Cognition Holdings Limited

Prepared in accordance with Section 51 of the Promotion of Access to
Information Act No. 2 of 2000

PROMOTION OF ACCESS TO INFORMATION MANUAL

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1. RIGHT OF ACCESS TO INFORMATION

1.1. Introduction

The 1996 South African Constitution, by providing a statutory right of access on request to any record held by the state as well as access to records held by private bodies, entrenches the fundamental right to access to information.

The Promotion of Access to Information Act 2 of 2000 ("the Act"), which came into effect on 9 March 2001, seeks to advance the values of transparency and accountability in South Africa and provides the mechanism for requesters to exercise and protect their constitutional right to request access to a record.

The Act establishes the following statutory rights of requesters to any record of a private body if:

- > That record is required for the exercise or protection of any of his or her legal rights;
- > That requester complies with all the procedural requirements; and
- > Access is not refused in terms of any ground referred to in the Act.

In terms of the Act private bodies are required to publish a manual to assist requesters who wish to request access to a record.

1.2. Availability of the Cognition PAIA Manual and Entry Point for requests

This document serves as the Cognition PAIA Manual ("the Manual") in accordance with the requirements of section 51 of the Act to facilitate access to records held by Cognition. A copy of this Manual is available to any person of the public in a PDF ("Portable Document Format") version on the website of Cognition at www.cgn.co.za or on request from the Information Officer referred to in this Manual. Cognition endorses the spirit of the Act and believes that this Manual will assist requesters in exercising their rights.

In summary the Manual provides information on the:

- > Contact details of the Information Officer;
- > Structure and functions of Cognition;
- > Subjects and categories of records that are held by Cognition; and
- > Procedure that needs to be followed and criteria that have to be met by a requester to request access to a record.

1.3. Who may request access to information

The Act provides that a requester is only entitled to access to a record if the record is required for the exercise or protection of a right. Only requests for access to a record, where the requester has satisfied the Information Officer that the record is required to exercise or protect a right, will be considered. A requester may act in different capacities in making a request for a record. This will influence the amount to be charged when a request has been lodged.

Requesters may make a request as:

- > A personal requester who requests a record about him/herself;

contains information to assist a person wishing to exercise a right in terms of the Act and the Protection of Personal Information Act 4 of 2013 (“POPI Act”) for requesters. It contains information to assist a person wishing to exercise a right in terms of the Act.

The SAHRC guide is available from the SAHRC website at www.sahrc.org.za/home/21/files/Reports/PAIA20%GUIDE%english.pdf.

You may also request any additional information to assist you in making a request from the SAHRC.

Please direct any queries to: The South African Human Rights Commission: PAIA Unit

Physical Address:

Forum 3

Braampark Office Park,

Braamfontein

Postal Address:

Private Bag 2700

Houghton,

2041

Tel: +27 (0) 11 877 3600 (Head Office)

+27 (0) 11 877 3750 (GP Office)

Fax: +27 (0) 11 403 0684

E-mail: info@sahrc.org.za

Website: www.sahrc.org.za

2. COGNITION GROUP STRUCTURE

2.1. Scope

This Manual has been prepared in respect of the Cognition Group of Companies, which includes related entities and / or wholly owned subsidiaries as reflected in Annexure A.

2.2. Cognition Group of Companies Profile and Structure

Cognition comprises a number of platform businesses which have technical, software and operational intellectual property, which service either the business to business (“B2B”) or business to consumer (“B2C”) market.

These businesses include:

Knocknoc a platform that allows consumers to self-curate their psychographic, demographic and personal data using blockchain technology, and to share this data with brands of their choice in return for personalised marketing and reward

Active Data Exchange services which provides communication protocols like: SMS, IVR, USSD, WhatsApp, email and faxing services to the Fast Moving Consumers Goods industry, financial, liquor industry and general corporate business

Virtual Voucher services which sells virtual vouchers to businesses and consumers across a broad range of activities such as electricity, data, airtime, betting, food, fashion, lifestyle, entertainment and technology

Document Exchange services which include Fax2Email, Email2Fax and SecurDox

Channel Incentive and Loyalty services which enables companies who sell products or services to incentivise staff or agents on successful sales.

Platform Technology and Knowledge Management services which enables businesses to know their customers to keep them, get value from them and offer them value.

Research services to the FMCG industry and sport and sport sponsorship industry

Online property portal that allows for estate agents and consumers to market properties for sale

3. CLASSES OF RECORDS

3.1. Automatic Disclosure: Sec 51 (1)(b)(ii)– Records automatically available to the Public

No notice has been published in terms of section 52 of the Act. However, the following records are automatically available at the registered office of Cognition on payment of the prescribed fee for reproduction.

- > Documentation and information relating to Cognition which is held by the Companies and Intellectual Properties Commission in accordance with the requirements set out in section 25 of the Companies Act 71 of 2008.
- > Product and Promotional Brochures
- > News and other Marketing Information
- > The annual integrated report and any other shareholder communications as published on Cognition's website.

3.2. Legislative requirements: Sec 51 (1)(b)(iii) – Records available in accordance with other legislation

Records are kept in accordance with such other legislation as applicable to the Cognition Group, which includes, but is not limited to:

- > Basic Conditions of Employment Act 75 of 1997
- > Broad-Based Black Economic Empowerment Act 53 of 2003
- > Companies Act 71 of 2008
- > Compensation for Occupational Injuries and Diseases Act 130 of 1993
- > Competition Act 89 of 1998
- > Constitution of South Africa Act 108 of 1996
- > Copyright Act 98 of 1987
- > Consumer Protection Act 68 of 2008
- > Customs and Excise Act 1964
- > Deeds Registries Act 57 of 1937
- > Electronic Communications and Transactions Act 25 of 2002
- > Employment Equity Act 55 of 1998
- > Income Tax Act 58 of 1962
- > Insider Trading Act 135 of 1998
- > Labour Relations Act 66 of 1995
- > Long Term Insurance Act 52 of 1998
- > Occupational Health and Safety Act 85 of 1993
- > Patents Act 57 of 1987
- > Prevention of Organised Crime Act 14 of 1998
- > Protection of Information Act 84 of 1982
- > Regulation of Interception of Communications and Provision of Communication Related Information Act 70 of 2002

- > Short Term Insurance Act 53 of 1998
- > Skills Development Act 97 of 1998
- > Skills Development Levies Act 97 of 1999
- > South African Revenue Service Act 34 of 1997
- > Statistics Act 6 of 1999
- > Unemployment Insurance Act 63 of 2001
- > Value Added Tax Act 89 of 1991

Although Cognition has used its best endeavours to supply you with a list of applicable legislation it is possible that the above list may be incomplete.

Wherever it comes to Cognition's attention that existing or new legislation allows a requester access on a basis other than that set out in the Act, we shall update the list accordingly.

3.3. Records held by Cognition Group: Sec 51 (1)(b)(iv) – Cognition Record Subjects and Categories

331. Investor Relations / Communications

- > Media Releases
- > Newsletters and Publications
- > Corporate Social Investment
- > Public Corporate Records
- > SENS releases

332. Corporate Secretariat and Governance

- > Applicable Statutory Documents
- > Annual Reports
- > Board of Directors and Board Committee Terms of Reference
- > Codes of Conduct
- > Executive Committee Meeting Minutes
- > Legal Compliance Records
- > Memoranda of Incorporation
- > Minutes of Board of Directors and Board Committee Meetings
- > Minutes of Shareholders' Meetings
- > Group Policies and Procedures
- > Share Certificates
- > Shareholder Agreements
- > Share Registers (Cognition's official share register is however maintained by its transfer secretary)
- > Strategic plans
- > Statutory Returns to Relevant Authorities

- 333. Finance and Taxation
 - > Policies and Procedures
 - > Accounting Records
 - > Annual Financial Statements
 - > Audit Reports
 - > Capital Expenditure Records
 - > Investment Records
 - > Invoices and Statements
 - > Management Reports
 - > Purchasing Records
 - > Sale and Supply Records
 - > Tax Records and Returns
 - > Treasury Dealing
 - > Transactional Records

- 334. Human Resources
 - > Education and Training Records
 - > Employee Benefit Records
 - > Employment Contracts
 - > Employment Equity Records
 - > Employee Information
 - > Policies and Procedures
 - > Group Life
 - > Leave Records
 - > Medical Records
 - > Tax Returns of employees
 - > UIF Returns

- 335. Information Technology
 - > Agreements
 - > Disaster Recovery
 - > Hardware and Software Packages
 - > Policies and Procedures
 - > Internal Systems Support and Programming
 - > Licenses
 - > Operating Systems

- 336. Intellectual Property
 - > Trademark applications
 - > Agreements relating to intellectual property

- > Copyrights

337. Legal

- > Complaints, pleadings, briefs and other documents pertaining to any actual or pending litigation, arbitration or investigation
- > Material licenses, permits and authorizations

338. Sales, Marketing and Communication

- > Brochures, Newsletters and Advertising Material
- > Client Information
- > Marketing Brochures
- > Marketing Strategies
- > Product Brochures
- > Policies and Procedures

4. PROCESSING OF PERSONAL INFORMATION IN TERMS OF THE POPI ACT

4.1. Cognition processes personal information of data subjects for the purposes of: Sec 51 (1)(c)(i)

- > Fulfilling its statutory obligations in terms of applicable legislation;
- > Verifying information provided to Cognition;
- > Obtaining information necessary to provide contractually agreed services to a customer;
- > Monitoring, maintaining and managing Cognition's contractual obligations to customers, clients, suppliers, service providers, employees, directors and other third parties;
- > Marketing and advertising;
- > Resolving and tracking complaints;
- > Monitoring and securing the assets, employees and visitors to the premises of Cognition;
- > Historical record keeping, research and recording statistics necessary for fulfilling Cognition's business objectives.

4.2. Cognition may process the personal information of the following categories of data subjects, which includes current, past and prospective data subjects: Sec 51 (1)(c)(ii)

- > Customers and employees, representatives, agents, contractors and service providers of such customers;
- > Suppliers, service providers to and vendors of Cognition and employees, representatives, agents, contractors and service providers of such suppliers and service providers;
- > Directors and officers of Cognition;
- > Shareholders;
- > Job applicants;
- > Existing and former employees (including contractors, agents, temporary and casual employees
- > Visitors to any premises of Cognition; and

- > Complaints, correspondents and enquiries.

4.3. The nature of personal information processed in respect of the above data subjects may include, as may be applicable: Sec 51 (1)(c)(ii)

- > Name, identifying number, symbol, email address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- > Biometric information;
- > Information relating to the education or the medical, financial, criminal or employment history of the data subject;
- > Information relating to the race, gender, marital status, national origin, age disability, language and birth of the data subject;
- > The personal opinions, views or preferences of the data subject;
- > Confidential correspondence sent by the data subject;
- > The views or opinions of another individual about the data subject.

4.4. Cognition may supply personal information to the following recipients: Sec 51 (1)(c)(iii)

- > Regulatory, statutory and government bodies;
- > Suppliers, service providers, vendors, agents and representatives of Cognition;
- > Employees of Cognition;
- > Shareholders and other stakeholders;
- > Third party verification agencies and credit bureau;
- > Collection agencies;
- > Banks and other financial institutions.

4.5. Planned or prospective trans-border flow of personal information processed by Cognition in respect of the above categories of data subjects: Sec 51 (1)(c)(iv)

Personal information of data subjects may be transferred across borders due to the hosting of some Cognition infrastructure and application in foreign jurisdictions. Current employees' and consultants' information may also be transferred trans-border where Cognition has a physical presence or may be providing services or performing in terms of its contractual obligations.

4.6. Security measures implemented or to be implemented by Cognition to ensure the confidentiality, integrity and availability for the personal information which may be or is being processed by Cognition: Sec 51 (1)(c)(v)

Cognition continuously establishes and maintains appropriate, reasonable technical and organisational measures to ensure that the integrity of the personal information in its possession or under its control is secure and that such information is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration or access by having regard to the requirements set forth in law, in industry practice and generally accepted information security practices and procedures which apply to Cognition.

5. ACCESS PROCEDURE AND REQUESTS

The purpose of this section is to provide requesters with sufficient guidelines and procedures to facilitate a request for access to a record held by Cognition.

It is important to note that an application for access to information can be refused in the event that the application does not comply with the procedural requirements of the Act. In addition, the successful completion and submission of an access request form does not automatically allow the requester access to the requested record. An application for access to a record is subject to certain limitations if the requested record falls within a certain category as specified within Part 3 Chapter 4 of the Act.

If it is reasonably suspected that the requester has obtained access to the Cognition Group's records through the submission of materially false or misleading information, legal proceedings may be instituted against such requester.

5.1. Guidance on Completion of Prescribed Access Form: Sec 51 (1) (b)(iv)

In order for Cognition to facilitate your access to a record you need to complete the attached prescribed access form attached as Annexure B or the online Request for Access to a Record which is available at https://www.cgn.co.za/files/data_request_form/. Please take note that the access form (Annexure B or online) must be completed in full and that failure to do so will result in the process being delayed until such additional information is provided. Cognition will not be held liable for delays due to receipt of incomplete forms. Due cognisance should be taken of the following instructions when completing the Access Request Form (Annexure B or online) because the Information Officer shall not process any request for access to a record until satisfied that all requirements have been met:

- > The Access Request Form must be completed in English.
- > Proof of identity is required to authenticate the requester's identify. If the requester acts as an agent of the requester, the agent of the requester must provide proof of the identity of the person on whose behalf the request is made, the authority or mandate given to the requester by such person and proof of the identity of the requester as provided above.
- > Type or print in BLOCK LETTERS an answer to every question (Annexure B).
- > If a question does not apply, state "N/A" in response to that question.
- > If there is nothing to disclose in reply to a particular question, state "nil" in response to that question.
- > If there is insufficient space on a printed form in which to answer a question, additional information may be provided on an additional attached folio.
- > When the use of an additional folio is required, precede each answer thereon with the title applicable to that question. On the online form additional information can be attached if required.

5.2. Submission of Prescribed Access Form

The completed Access Request Form must be submitted either via conventional mail, e-mail, r fax or online. If submitted via conventional mail, e-mail or fax it must be addressed to the Information Officer.

5.3. Payment of Prescribed Fees

Payment details can be obtained from the Information Officer and payment can be made either via a direct deposit, by bank guaranteed cheque or by postal order (no credit card payments are accepted). Proof of payment must be supplied. Four types of fees are provided for in terms of the Act:

- > Request fee: An initial, non-refundable R57.00 (incl. VAT) is payable on submission. This fee is not applicable to Personal Requesters, referring to any person seeking access to records that contain their personal information.
- > Reproduction fee: This fee is payable with respect to all records that are automatically available.
- > Access fee: If the request for access is successful an access fee may be required to re-imburse Cognition for the costs involved in the search, reproduction and/or preparation of the record and will be calculated based on the Prescribed Fees.
- > Deposit: A deposit of one third (1/3) of the amount of the applicable access fee, is payable if Cognition receives a request for access to information held on a person other than the requester himself/herself and the preparation for the record will take more than six (6) hours. In the event that access is refused to the requested record, the full deposit will be refunded to the requester.

5.4. Notification

Cognition will, within thirty (30) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.

The thirty (30) day period within which Cognition has to decide whether to grant or refuse the request, may be extended for a further period of not more than thirty (30) days, if the request is for a large volume of information, or the request requires a search for information held at another office of Cognition and the information cannot be reasonably be obtained within the original thirty (30) day period. Cognition will notify the requester in writer should an extension be sought.

If the request for access to a record is successful the requester will be notified of the following:

- > The amount of the access fee payable upon gaining access to the record;
- > An indication of the form in which the access will be granted; and
- > Notice that the requester may lodge an application with a court against the payment of the access fee and the procedure, including the period, for lodging the application.

If the request for access to a record is not successful the requester will be notified of the following:

- > Adequate reasons for the refusal (refer to Third Party Information and Grounds for Refusal); and
- > That the requester may lodge an application with a court against the refusal of the request and the procedure, including the period, for lodging the application.

5.5. Records that cannot be found or do not exist

If Cognition has searched for a record and it is believed that the record either does not exist or cannot be found, the requester will be notified by way of an affidavit or affirmation. This will include the steps that were taken to try to locate the record.

6. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS AND APPEAL

6.1. Grounds for Refusal Chapter 4

The thirty (30) day period within which the Information Officer is required to reply to a request, as stipulated in the Act, shall commence only once a requester has complied with all the requirements of the Act in requesting access to a record, to the satisfaction of the Information Officer.

Requests may be refused on the following grounds, as set out in the Act:

- > Mandatory protection of privacy of a third party who is a natural person, including a deceased person, which would involve the unreasonable disclosure of personal information of that natural person;
- > Mandatory protection of commercial information of a third party or Cognition, if the record contains:
 - > Trade secrets of the third party or Cognition;
 - > Financial, commercial, scientific or technical information which disclosure could likely cause harm to the financial or commercial interests of the third party or Cognition; and
 - > Information disclosed in confidence by a third party to Cognition if the disclosure could put that third party to a disadvantage or commercial competition.
- > Mandatory protection of certain confidential information of a third party if disclosure of the record would result in a breach of a duty of confidence owed to that party in terms of an agreement;
- > Mandatory protection of the safety of individuals, and the protection of property;
- > Mandatory protection of records privileged from production in legal proceedings, unless the legal privilege has been waived; and
- > Mandatory protection of research information of a third party and of Cognition.

6.2. Appeal

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

7. PRESCRIBED FEES: SEC 92

7.1. Reproduction Fees

The applicable fees (excluding VAT) for reproduction as referred to above are:

Category	Rand
For every photocopy of an A4-size page or part thereof	1.10
For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
For a copy in a computer readable form: Compact disc	70.00

A transcription of visual images, for an A4-size page or part thereof	40.00
i. For a copy of visual images	60.00
ii. A transcription of an audio record, for an A4-size page or part thereof	20.00
iii. For a copy of an audio record	30.00

7.2. Request Fee

A request fee of R50.00 (excluding VAT) is payable upfront where a requester submits a request for access to information for anybody else other than a requestor.

7.3. Access Fee

The applicable fees (excluding VAT) which will be payable are:

Category	
i. For every photocopy of an A4-size page or part thereof	1.10
ii. For every printed copy of an A4-size page or part thereof held on a computer or in electronic form	0.75
iii. For a copy in a computer readable form:	70.00
a. Compact disc	
iv. A transcription of visual images, for an A4-size page or part thereof	40.00
v. For a copy of visual images	60.00
vi. A transcription of an audio record, for an A4-size page or part thereof	20.00
vii. For a copy of an audio record	30.00

7.4. Postage Fee

Where a copy of the record needs to be posted the actual postal fee is payable in addition to the applicable fees.

ANNEXURE A:

Entity Name	Registration Number
KNOCKNOC (PTY) LTD	2016/543511/07
BMI RESEARCH (PTY) LTD	2008/004751/07
BMI SPORT INFO (PTY) LTD	1990/005476/07
FONEWORX (PTY) LTD	1997/014426/07
MIVOUCHER (PTY) LTD	1997/012651/07
UNIID (PTY) LTD	1997/011567/07
ADCHECK (PTY) LTD	2008/021372/07

ANNEXURE B:



J752

REPUBLIC OF SOUTH AFRICA

FORM C
REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
(Section 53(1) of the Promotion of Access to Information Act, 2000
(Act No. 2 of 2000))[Regulation 10]

A. Particulars of private body

The Head:

B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be given below.
(b) The address and/or fax number in the Republic to which the information is to be sent must be given.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Postal address:

Telephone number: (.....) Fax number: (.....)

E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf request is made

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--

D. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. The requester must sign all the additional folios.

1. Description of record or relevant part of the record:

.....
.....
.....
.....

2. Reference number, if available:

.....
.....
.....
.....

3. Any further particulars of record:

.....
.....
.....
.....

E. Fees

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a request fee has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The fee payable for access to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason for exemption.

Reason for exemption from payment of fees:

.....
.....

.....

F. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
Mark the appropriate box with an X .	
NOTES:	
(a) Compliance with your request for access in the specified form may depend on the form in which the record is available.	
(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.	
(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested	

1. If the record is in written or printed form:					
	copy of record*		inspection of record		
2. If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.):					
	view the images		copy of the images*		transcription of the images*
3. If record consists of recorded words or information which can be reproduced in sound:					
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)		
4. If record is held on computer or in an electronic or machine-readable form:					
	printed copy of record*		printed copy of information derived from the record*		copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? Postage is payable.	YES	NO
--	-----	----

G. Particulars of right to be exercised or protected

If the provided space is inadequate, please continue on a separate folio and attach it to this form.
The requester must sign all the additional folios.

1. Indicate which right is to be exercised or protected:

.....

2. Explain why the record requested is required for the exercise or protection of the aforementioned right:

.....
.....
.....

H. Notice of decision regarding request for access

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

.....

Signed at this day..... ofyear

.....
.....SIGNATURE OF
REQUESTER /
PERSON ON WHOSE BEHALF REQUEST
IS MADE